

THE PROTECTION OF PERSONAL INFORMATION ACT

CUSTOMER PRIVACY NOTICE

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act (“POPIA”) and other relevant laws. At Uviwe Funeral Services we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully and transparently.

1. About the Company

Uviwe Funeral Services is a registered Financial and Service Provider which specifically has its focus on the sales of funeral policies and services.

2. Definition of personal information

POPIA defines personal information as “information which relates to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person”. This includes, but is not limited to, your name, sex, gender, address, contact details, identity number and medical or health information. Further to the POPI Act, Uviwe Funeral Services also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the Department of Home Affairs.

3. How we collect information?

We collect personal information about you and any other person whose details you provide to us in accordance with the relevant laws, either:

- Directly from you when you complete an application form for any product or service offered. This application form could be completed electronically, telephonically or by way of a hard copy;
- Indirectly from you when you interact with us electronically through our website or any of our social media channels;
- Where possible, we will inform you what information you are required to provide to us and what information is optional.

We will also collect your information from your partially completed and/or abandoned application form either on our electronic platforms or a hard copy application form. Given the fact that we already consider you at this stage, we may use this information gathered from those abandoned and/or partially completed forms to contact you in order to remind you to complete your outstanding information.

Where we require personal information in order to provide you with our products and services, should fail to provide us with necessary information, Uviwe Funeral Services will be unable to provide you with their products and services. Uviwe Funeral Services may be unable to provide you with such services which include the financial services (funeral policy).

It is important to note that it remains your sole and main responsibility to inform Uviwe Funeral Services if your information changes.



4. How we use your information?

Uviwe Funeral Services will use your personal information only for the purposes for which it was collected and agreed with you. Supplementary, where necessary your information may be retained for legal and research purposes.

We have regulatory obligations to process your personal information. That includes but not limited to verifying your identity or the identity of your beneficiaries. As required by various laws, we will maintain a clear record of our dealings with every client.

Uviwe Funeral Services may use, under permissible applicable law, under the following conditions

- To maintain relationship between yourself and Uviwe Funeral Services;
- To verify, assess and process a claim;
- To confirm and verify your identity or to verify that you are an authorised custodian of our funeral policy services;
- For the detection and prevention of fraud, crime, money laundering or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis purposes;
- For audit and record keeping purposes;
- In connection with legal proceedings.
- To maintain a transaction in accordance with your request.

5. Disclosure of information

Uviwe Funeral Services may disclose your personal information to our service providers who are involved in the delivery of products or services to you which may include our underwriters. We have made stringent measures and agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of permissible law or industry codes;
- Where we believe it is necessary to protect our rights.
- Where we are required by law for legal proceedings.

6. Information Security

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure at all times.

When we contract with third parties, which includes underwriters, we enforce appropriate security, privacy and confidentiality obligations on them to ensure that your personal information that we have remains responsible for and is kept secured. We will ensure by all means that anyone to whom we share your personal information with has agreed to treat your information with the same level of protection as we are obliged to.



7. Your Rights: Access to information

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

NB: Note that any such access request may be subject to a payment of a legally allowable fee which is/will be determined by Uviwe Funeral Services.

8. Correction of your information

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. Also, we will verify your identity upon your request to make changes to any of our policies to ensure that your information is kept secured and safe.

9. How to contact us

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed on our website and on our application forms.

